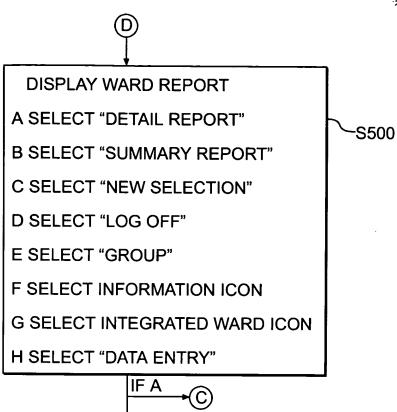


FIG. 4



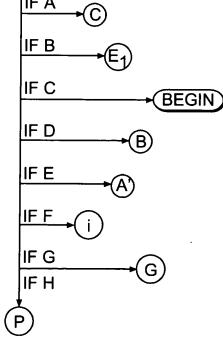
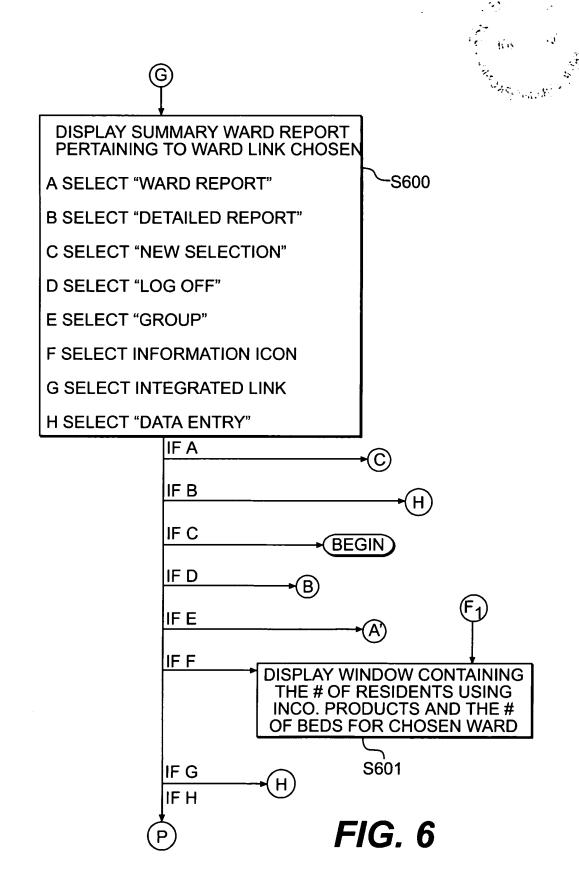


FIG. 5



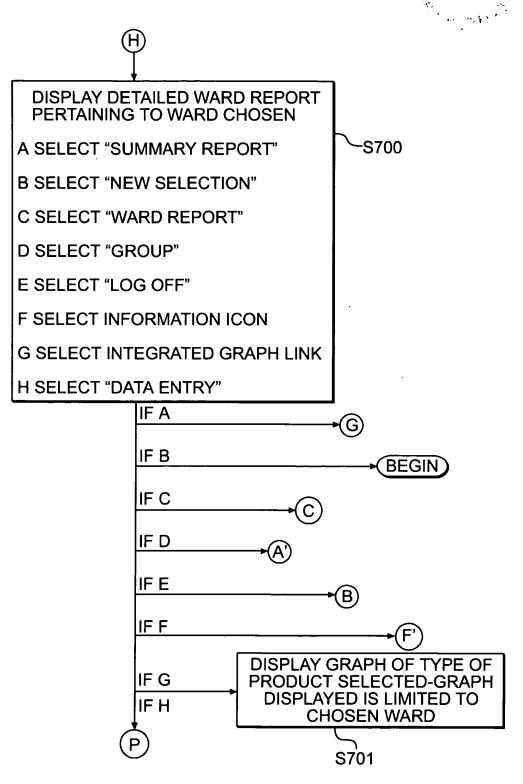
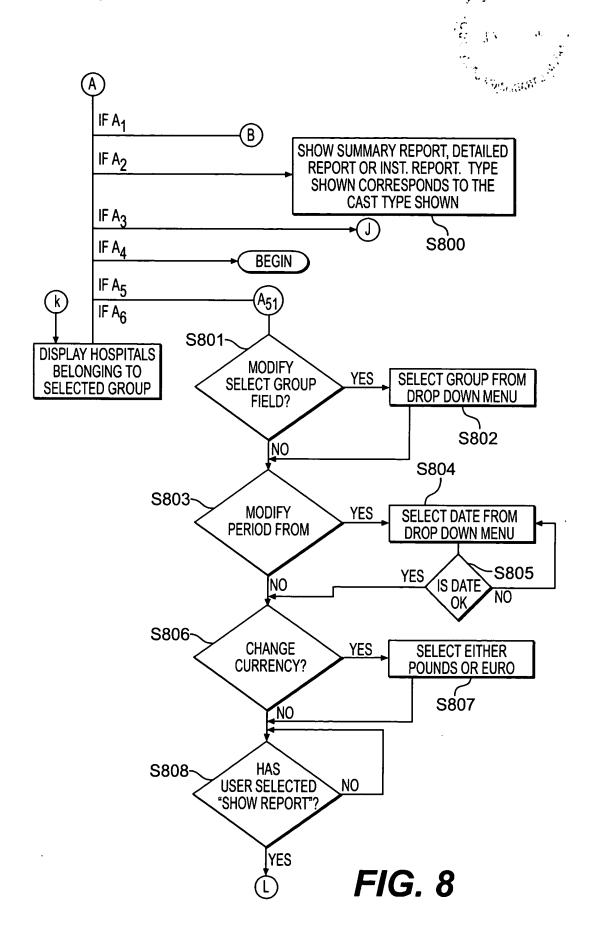
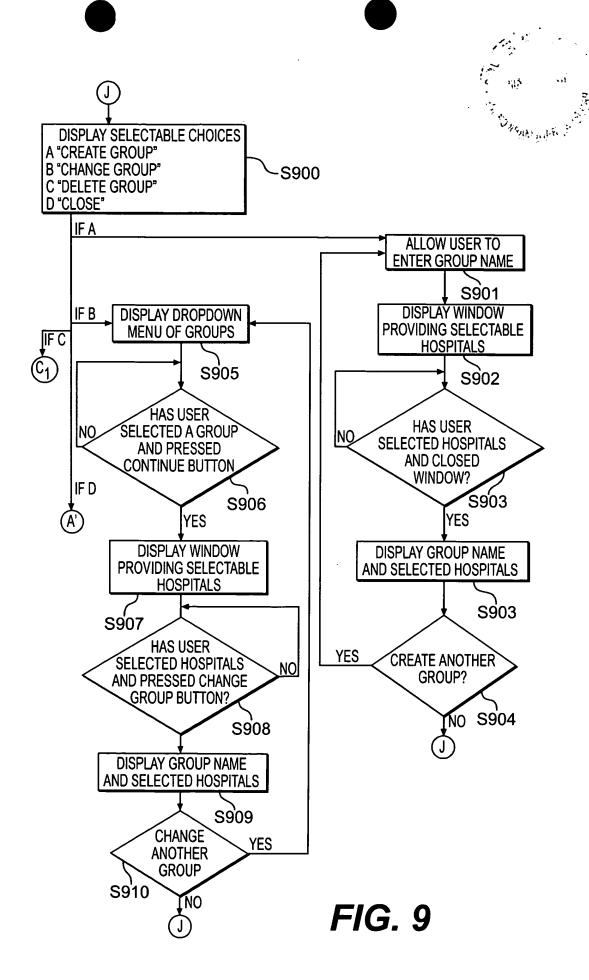


FIG. 7





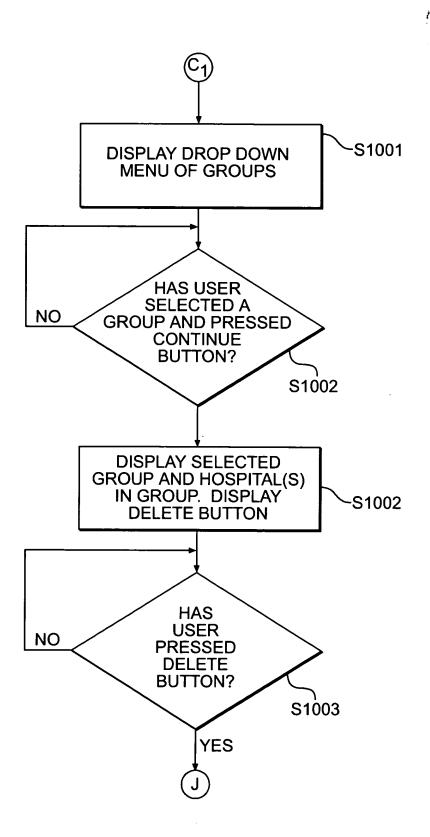
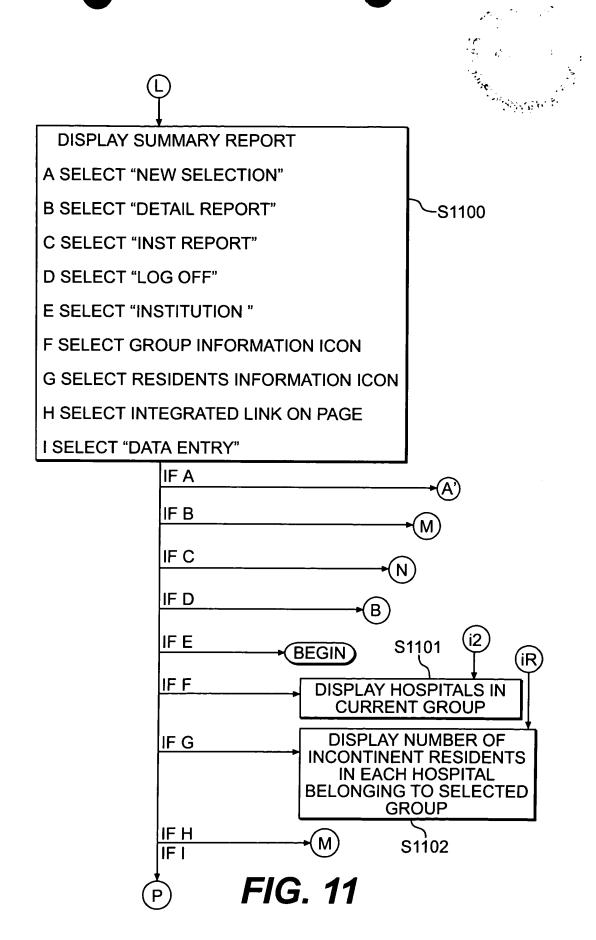


FIG. 10



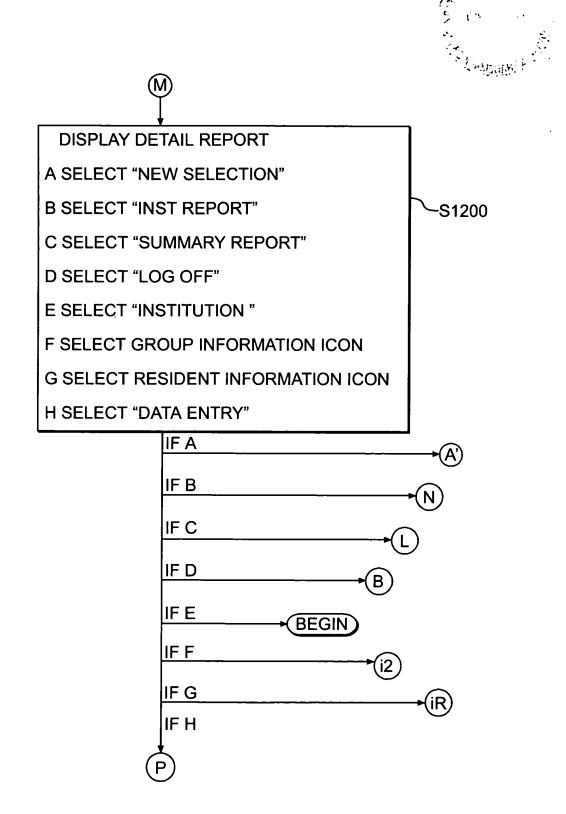
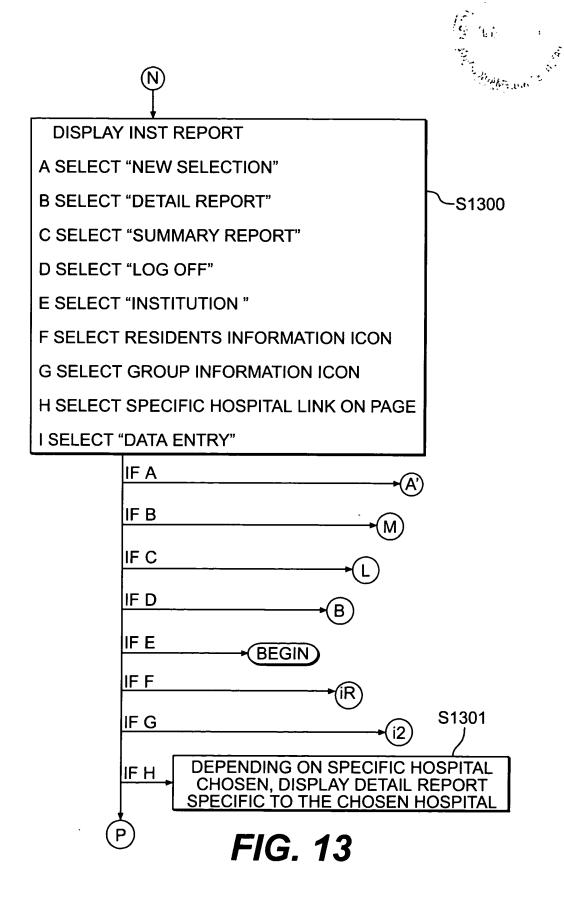


FIG. 12



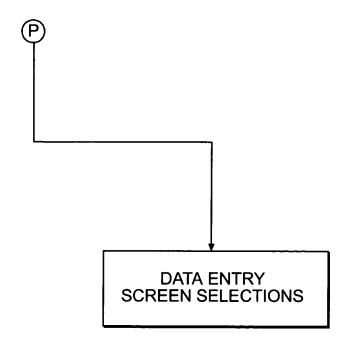


FIG. 14



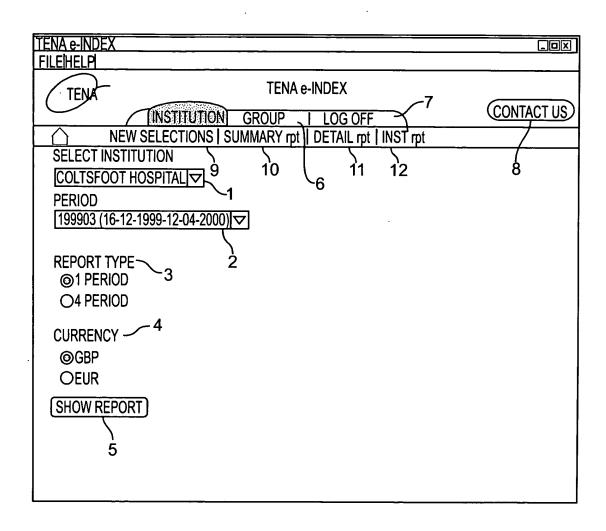


FIG. 15

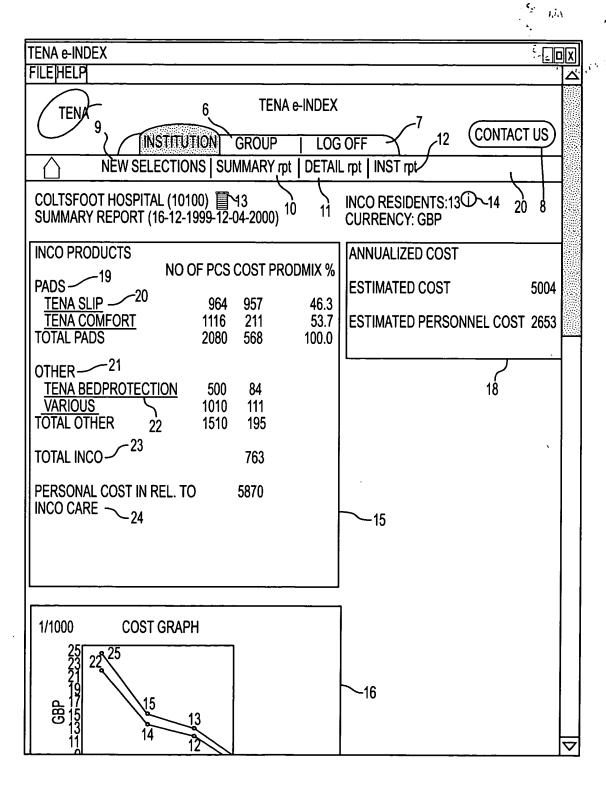


FIG. 16A

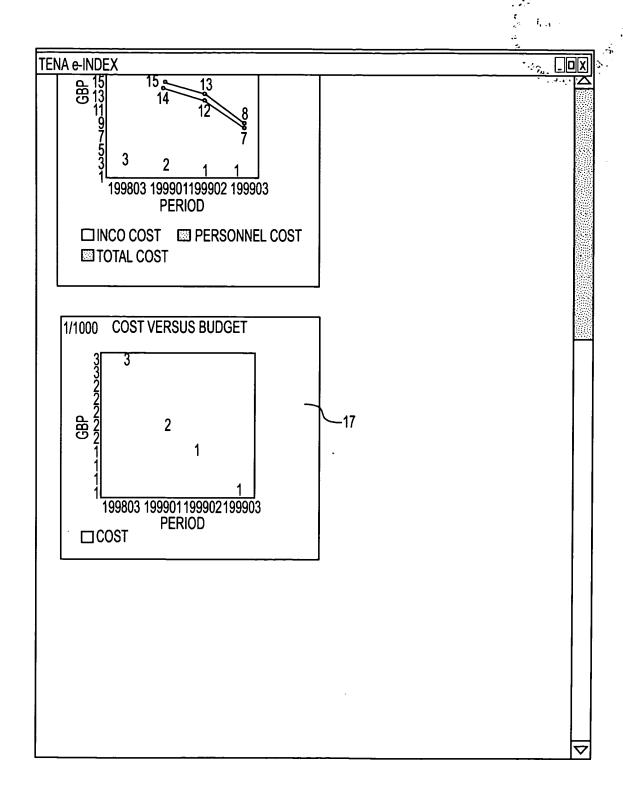


FIG. 16B

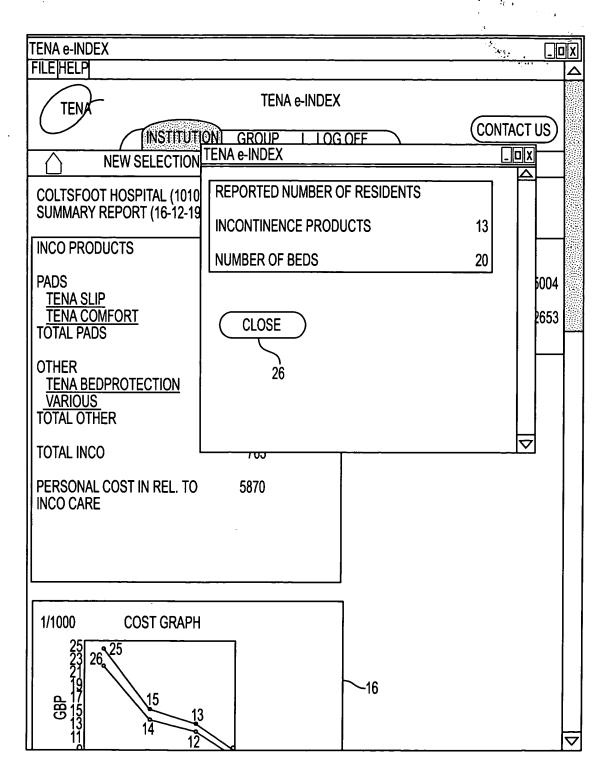


FIG. 17

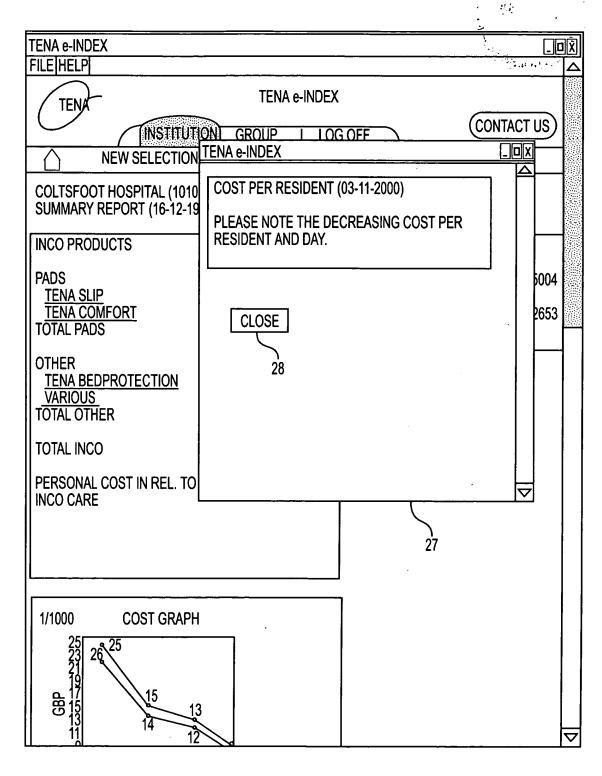


FIG. 18

TENA e-INDEX	, , , , , , , , , , , , , , , , , , ,
FILE HELP	Δ
TENA e-INDE	X DG OFF 21 20 CONTACT US
NEW SELECTIONS SUMMARY rpt DETA	AIL rpt INST rpt
COLTSFOOT HOSPITAL (10100)	INCO RESIDENTS: 13 🛈 ~14 CURRENCY: GBP
INCO PRODUCTS NO OF PCS COST PADS 19	KEY FIGURES CHANGE RATE COST/RES./DAY PADS 32 1.3 .4 OTHER 34 .1
TENA SLIP TENA SLIP PLUS MEDIUM 2X30 240 74 1 TENA SLIP PLUS LARGE 2X30 180 67 30 TENA SLIP SUPER MEDIUM 168 58 TENA SLIP SUPER LARGE 168 70 TENA SLIP MAXI MEDIUM 208 89 TOTAL TENA SLIP 964 357	TOTAL INCO .5
TENA COMFORT TENA COMFORT PLUS TENA COMFORT EXTRA TENA COMFORT EXTRA TENA COMFORT SUPER TOTAL TENA COMFORT TOTAL TENA COMFORT 1116 1116	30
TOTAL PADS 2080 568	-28
OTHER TENA BEDPROTECTION 500 84 VARIOUS 1010 111 TOTAL OTHER 1510 195	
TOTAL INCO 763km -	_30
PERSONNEL COST IN REL. TO INCO CARE COST NO. COST/ MIN/ OF CHANGE CHANGE	

FIG. 19A

TENA e-INDEX			
DETAIL REPORT (10-12-1999-12-04-20)00)	CURRENCY, GBP	
INCO PRODUCTS NO OF PADS	PCS COST	KEY FIGURES CHANGE RATE C PADS 1.3 OTHER	OST/RES./DAY
TENA SLIP TENA SLIP PLUS MEDIUM 2X30 240 TENA SLIP PLUS LARGE 2X30 180 TENA SLIP SUPER MEDIUM 168 TENA SLIP SUPER LARGE 168 TENA SLIP MAXI MEDIUM 208 TOTAL TENA SLIP 964	74 ·67 58 70 89 357	TOTAL INCO	.5
TENA COMFORT TENA COMFORT PLUS TENA COMFORT EXTRA TENA COMFORT SUPER TOTAL TENA COMFORT TOTAL PADS 2080	122 72 17 211 568		
OTHER TENA BEDPROTECTION 500 VARIOUS 1010 TOTAL OTHER 1510	84 111 195	31	
TOTAL INCO	763 🛌	:	
OF	ARE . COST/ MIN/ CHANGE CHANGE		
PCS TENA SLIP 2892 964 TENA COMFORT 2678 1116 TENA BEDPROTECTION 300 500	3.0 1.0 2.4 8 .6 3	8 2	
TOTAL PERSONNEL COST 5870 2580 IN REL. TO INCO CARE			
PERSONNEL COST PER HOUR 18	····		∇

FIG. 19B

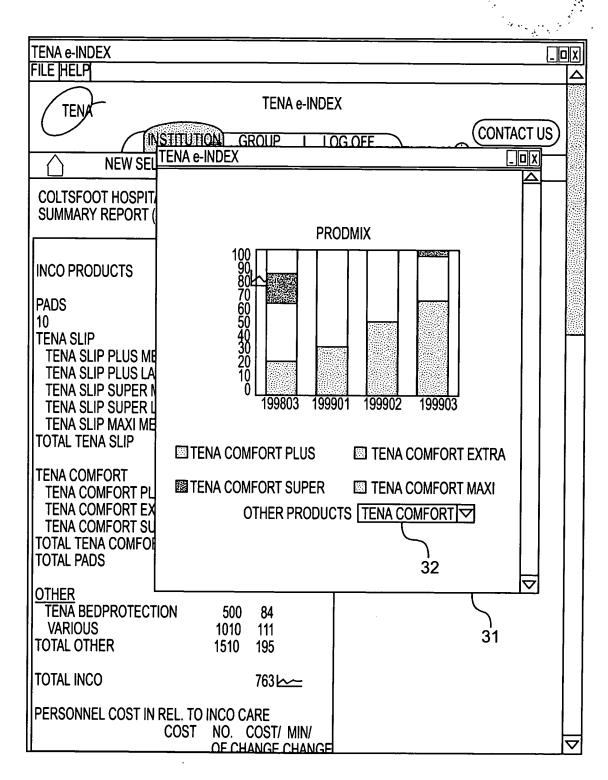


FIG. 20

					12	2		
	A e-INDEX							
FILE	HELP							
/	TENA		TENA	e-INDE	X			
		INSTITUTI	9999	•	G OFF	Y ^{21 20}	(CONTACT US)	
	<u> </u>	V SELECTION:	S SUMMARY rpt	DETA	VIL rpt IN	IST rpt		
CC SU	OLTSFOOT HO MMARY REPO	OSPITAL (10100 ORT (16-12-19	0) 99-12-04-2000)			ESIDENTS: 13 ⁽ NCY: GBP	D~14	
	WARD RPT	PADS NO OF PCS	CHANGE RATE	COST		TOTAL INCO COST	COST/RES/DAY	
34{	WARD 3 WARD 1	712 1368	.9 1.9	127 441	83 112	211 552	.3 .8	
	COLTSFOOT HOSPITAL	2080	1.3	568	195	763	.5	
			3	3				▽

FIG. 21

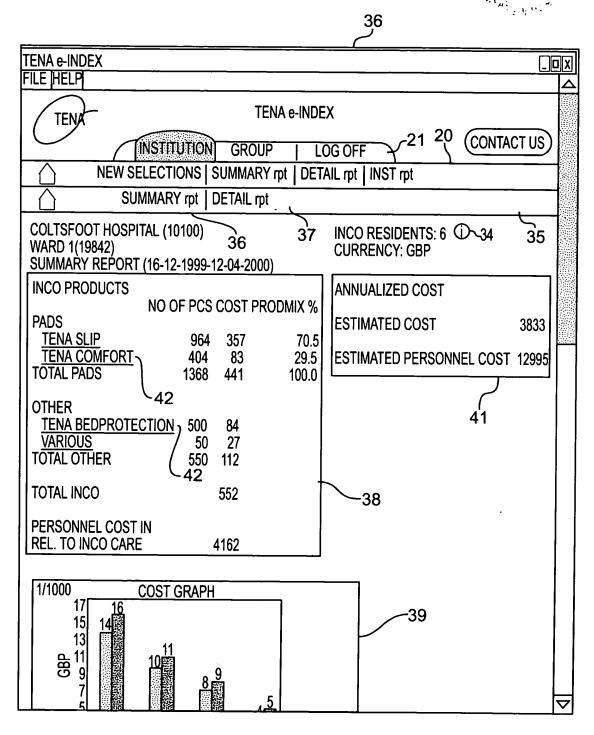


FIG. 22A

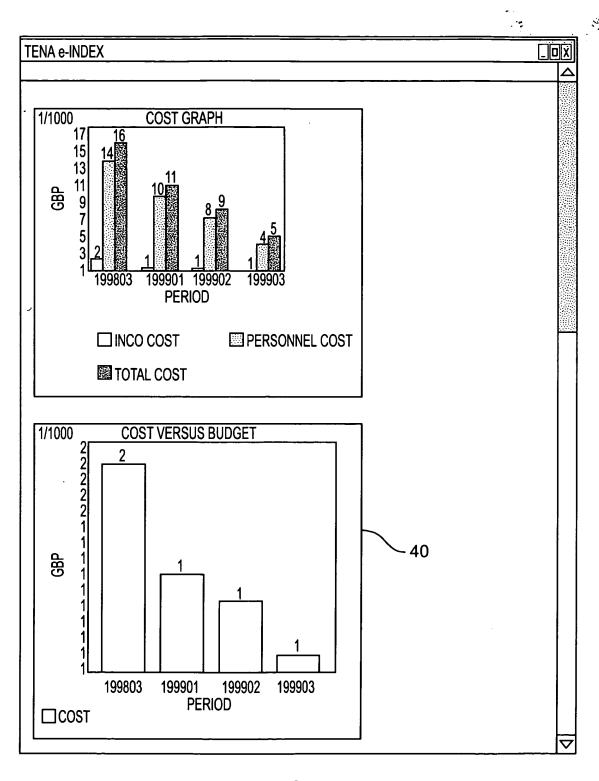


FIG. 22B

	37	Assert Section 1
TENA e-INDEX		
FILE HELP		
TENA e-INDE INSTITUTION GROUP L NEW SELECTIONS SUMMARY rpt DET SUMMARY rpt DETAIL rpt	OG OFF 21 20 CON	TACT US)
COLTSFOOT HOSPITAL (10100) WARD 1 (19842) DETAIL REPORT (16-12-1999-12-04-2000)	INCO RESIDENTS: 6 ① CURRENCY: GBP	35
INCO PRODUCTS NO OF PCS COST PADS 19 TENA SLIP TENA SLIP PLUS MEDIUM 2X30 240 74 TENA SLIP PLUS LARGE 2X30 180 67 TENA SLIP SUPER MEDIUM 168 58 TENA SLIP SUPER LARGE 168 70 TENA SLIP MAXI MEDIUM 208 89 TOTAL TENA SLIP 964 357	KEY FIGURES CHANGE RATE COST PADS 1.9 OTHER TOTAL INCO	7/RES./DAY .6 .2 .8 .8
TENA COMFORT TENA COMFORT PLUS TENA COMFORT EXTRA TENA COMFORT EXTRA TENA COMFORT SUPER TOTAL TENA COMFORT TOTAL PADS 1360 441	46	
TENA BEDPROTECTION 500 84 VARIOUS 3054 205 TOTAL OTHER 3554 289 TOTAL INCO 729	-46 ·	
PERSONNEL COST IN REL. TO INCO CARE COST NO. COST/ MIN/		abla

FIG. 23A

	764 (5) (6)
TENA e-INDEX	OX
	INCO RESIDENTS: 6 ① CURRENCY: GBP
INCO PRODUCTS	IKEY FIGURES
NO OF PCS COST	CHANGE RATE COST/RES./DAY
19	PADS 1.9 .6 OTHER .2
TENA SLIP TENA SLIP PLUS MEDIUM 2X30 240 74 TENA SLIP PLUS LARGE 2X30 180 67 TENA SLIP SUPER MEDIUM 160 58 TENA SLIP SUPER LARGE 160 70 TENA SLIP MAXI MEDIUM 208 89 TOTAL TENA SLIP 964 357	TOTAL INCO .8
TENA COMFORT TENA COMFORT PLUS TENA COMFORT EXTRA TENA COMFORT EXTRA TENA COMFORT SUPER TOTAL TENA COMFORT TOTAL PADS 1360 441	
OTHER TENA BEDPROTECTION 500 84 VARIOUS 2054 205 TOTAL OTHER 3554 289 TOTAL INCO 729 PERSONNEL COST IN REL. TO INCO CARE COST NO. COST/ MIN/ OF CHANGE CHANGE PCS	
TENA SLIP 2892 964 3.0 10 TENA COMFORT 970 404 2.4 8 TENA BEDPROTECTION 300 500 .6 2 TOTAL PERSONNEL COST IN REL. TO INCO CARE 4162 1868	
PERSONNEL COST PER HOUR 18	∇

FIG. 23B

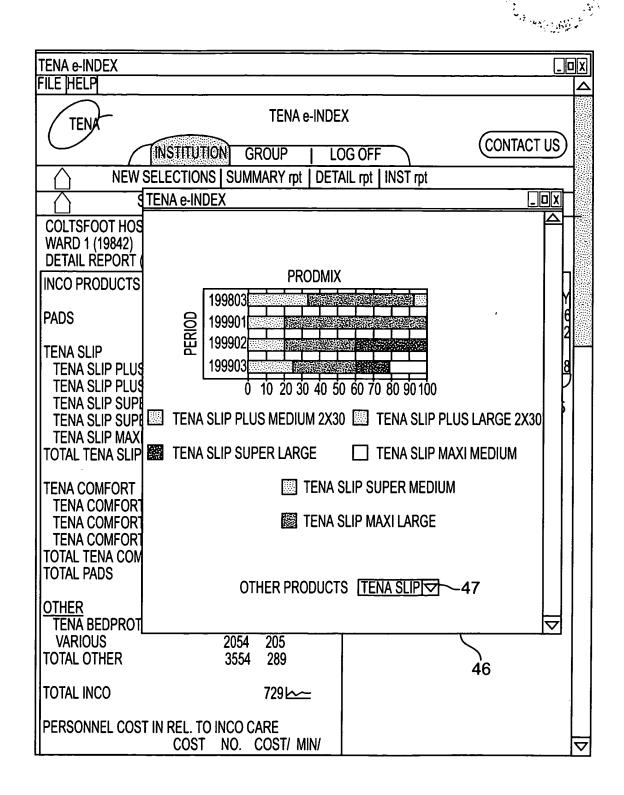


FIG. 24

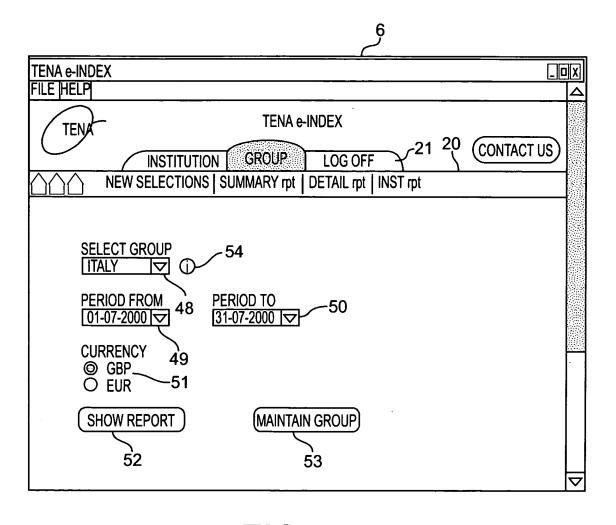


FIG. 25

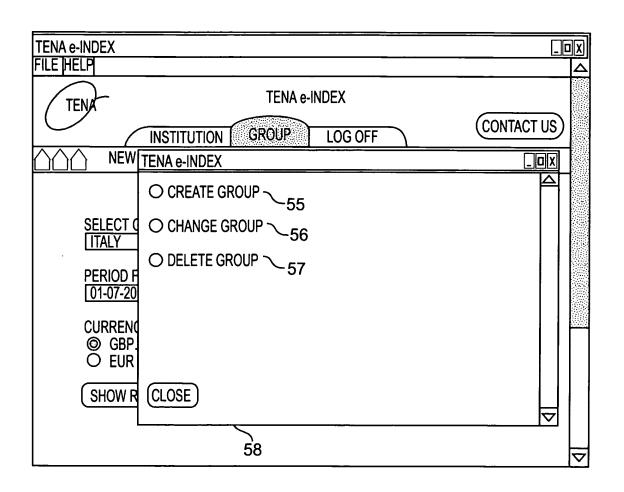


FIG. 26

TENA e-II	NDEX	ואוכ
FILE HEL		Δ
TEN		
	INSTITUTION GROUP LOG OFF (CONTACT US)	
	TENA e-INDEX	
	© CREATE GROUP O CHANGE GROUP O CHANGE GROUP O DELETE GROUP O DELETE GROUP GROUP TEST GROUP TEST INCLUDED INSTITUTION GROUP TEST INCLUDED INSTITUTION DANDELION HOSPITAL O BELETE GROUP GROUP TEST INCLUDED INSTITUTIONS: COLTSFOOT HOSPITAL	
		$\overline{\nabla}$

FIG. 27

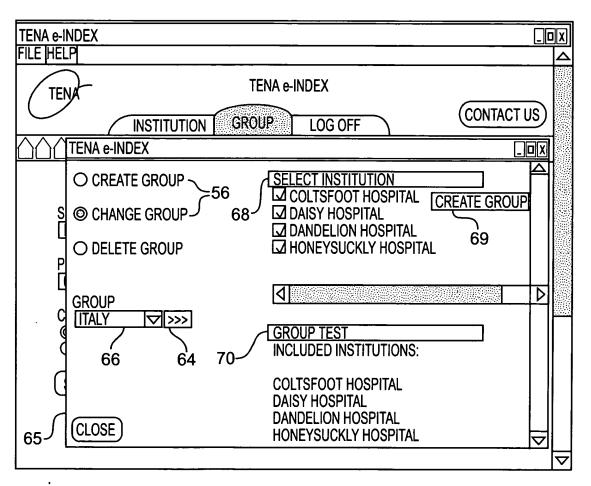


FIG. 28

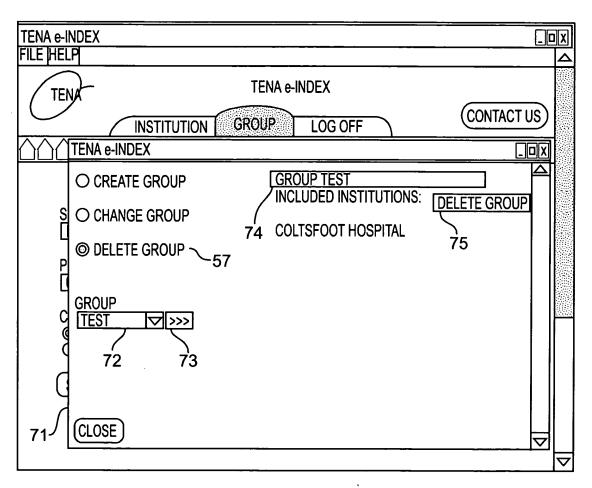


FIG. 29

TENA e-INDEX FILE HELP				
TENA	TENA e	-INDEX		
INSTITUTION	GROUP		0FF 21	20 CONTACT US
NEW SELECTIONS SU	MMARY rpt	DETAIL	rpt INST rpt	
SUMMARY GROUP REPORT (01-0	7 9 7-2000)		ESIDENTS: 34(RRENCY: GBP	D82
INCO PRODUTS PADS —19	NO OF PCS	COST	PRODMIX %	
TENA SLIP TENA COMFORT	802 1525	258 294	33.1 62.9	
TENA LADY	97	12	4.0	
TOTAL PADS	2423	563	100.0	c77
OTHER 21	000	00		
TENA BEDPROTECTION VARIOUS	263 572	28 58		
TOTAL OTHER	834	86		
TOTAL INCO		649		
		<u></u>		
76	FIC	2/	ו	

FIG. 30

<u></u>		
TENA e-INDEX FILE HELP		
TENA INSTITUTION NEW SELECTIONS S	TENA e-INDEX GROUP LOG OFF SUMMARY rpt DETAIL rpt INST rpt	CONTACT US
ITAL TENA e-INDEX SUN IN COLTSFOOT HOSPITAL (10 DAISY HOSPITAL (10055) PA DANDELION HOSPITAL (10 HONEYSUCKLY HOSPITAL CLOSE T(0060)	
TOTAL OTHER TOTAL INCO	834 86 649	80
		▽

FIG. 31

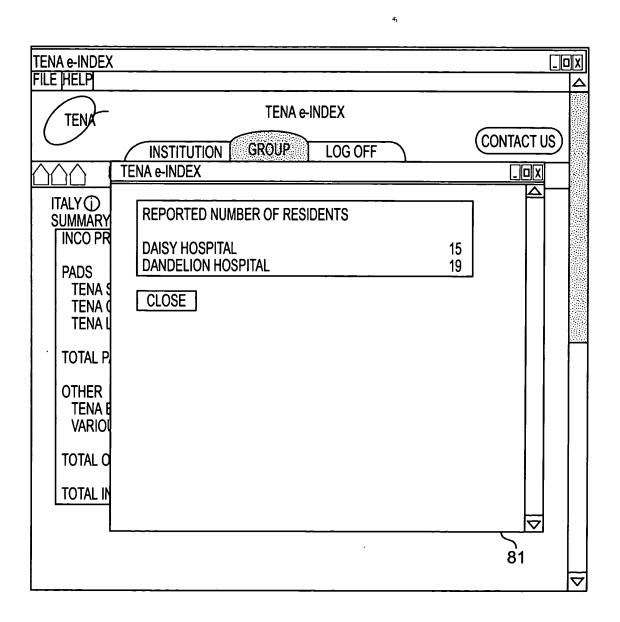


FIG. 32

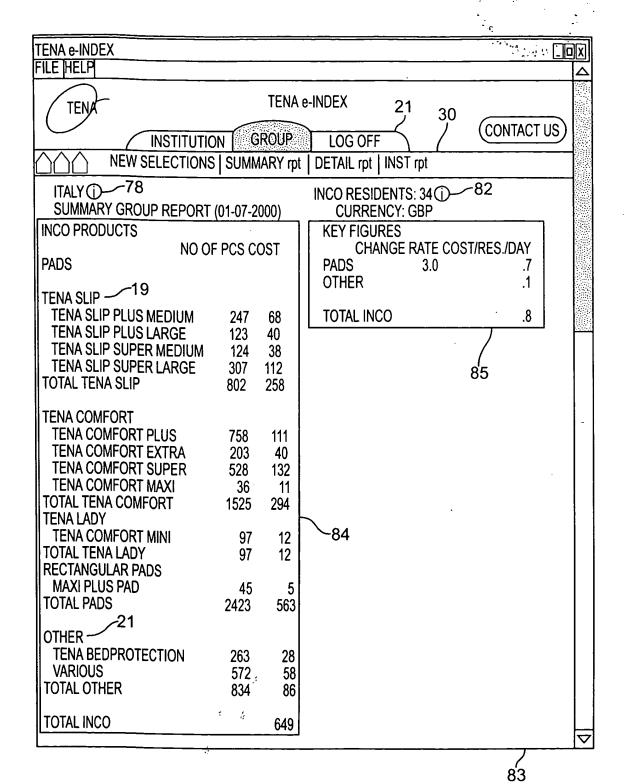


FIG. 33

TENA e-INDEX		-15,A.	
FILE HELP			
TENA	TENA e-INDEX	21 20	
INSTITUTION	GROUP: LOG O	/ / (r	ONTACT US
NEW SELECTIONS S	destantabations		
ITALY ()—78		SIDENTS: 34() 82	
SUMMARY GROUP REPORT (01-		RENCY: GBP	
INSTITUTION		•	
	PADS PADS OTHER	TOTAL INCO	
NO OF	PCS COST COST 1293 309	COST 309	
DANDELION HOSPITAL	1131 254 86	340	
ITALY	2423 563 86	649	
ITALIC TEXT => NOT FULL PERIOD	OF DATA	. 5	
		87	
			,
	_		86

FIG. 34

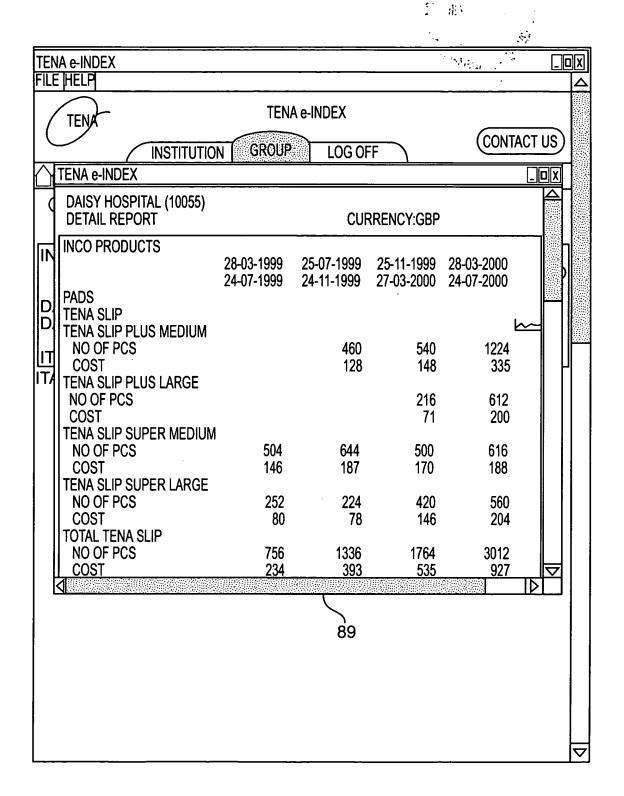


FIG. 35